

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 09/01/2020

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		101
Configuration		6
ELM	Assigned	10
	In Development	2
	In Work	7
	Pending Prod Approval	1
ELM		20
Employee Self Service (ESS)		11
Enterprise Learning (EL)	Assessment	1
Enterprise Learning (EL)		1
ESS Employee Self-Service		2
HR Human Resources		291
Interfaces		15
Learn		2
Mgr Self Service (MSS)		9
MSS Manager Self-Service		1
None	Assigned	1
	In Work	1
None		2
Not Applicable		1
PeopleTools		2
Performance Mgmt		23
POS Position Control		4
PY Payroll	Assessment	17
	Assigned	95
	Awaiting Customer	16
	In Work	28
	Rework	1
	System Test	1
PY Payroll		158
Recruiting		30
Reports		31
Security		22
SPRS Payroll		2
TL Time and Labor		204
Grand Total		938

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	11
Assessment	98
Assigned	505
Awaiting Customer	78
In Development	3
In Work	212
Pending Prod Approval	11
Rework	8
System Test	12
Grand Total	938

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	4
	Configuration	3
	ELM	2
	Employee Self Service (ESS)	2
	Enterprise Learning (EL)	1
	ESS Employee Self-Service	1
	HR Human Resources	62
	Interfaces	5
	Mgr Self Service (MSS)	1
	Performance Mgmt	4
	PY Payroll	63
	Recruiting	5
	Reports	3
	Security	9
	TL Time and Labor	26
High		191
Medium		548
Low		199
Grand Total		938

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	3
Assessment	16
Assigned	86
Awaiting Customer	24
In Development	1
In Work	53
Pending Prod Approval	1
Rework	3
System Test	4
Grand Total	191

All SRs by Status

(Includes Closed, Completed after 08/01/20)

Status	Count of Status
Acceptance Testing	11
Assessment	98
Assigned	505
Awaiting Customer	78
Governance	3
Hold	13
In Development	3
In Work	212
Pending Prod Approval	11
Rework	8
System Test	12
Grand Total	954

CAPPS HR/Payroll Trend Report – Service Requests

August 2019 – August 2020

Status	AUG 2019	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG 2020	Totals
Opened	693	844	680	652	571	572	589	634	583	474	504	784	640	8,220
Closed	665	866	841	547	601	662	583	627	584	475	562	674	520	8,207

